Using co-production on the frontline to improve outcomes

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Session outline

- Introductions
- Ground rules
- What is co-production? (PF)
- Co-production and power (JS)
- SCIE principles of co-production (PF)
- Practice examples (PF and JS)
- Whole group discussion and close
Academic and think-tanks
Social Movements
Legislation and Policy
“Co-production” is when an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered.

From Statutory Guidance  Care Act 2014
SCIE’s definition

'People who use services and carers working with professionals in equal partnerships towards shared goals.'
Local authorities should identify the individual’s strengths – personal, community and social networks – and maximise those strengths to enable them to achieve their desired outcomes, thereby meeting their needs and improving or maintaining their well-being.
Turn to the left - Fashion! Turn to the right
Oooh, fashion!
Consultation and co-production
People are assets
Blurring boundaries
Include as early as possible
Co-delivery
Co-production a rare and precious thing

- Times are tough. Through the gathering gloom twinkles the nugget which is Co-production.
- Co-production is new and needs to be nurtured as a rare and precious thing.
- A view might be that co-production has always been there under the different guises of user involvement, engagement, participation and consultation.
- BUT these other concepts do not rock the Power boat – they all stay within the traditional relationship of power-giver and power-receiver. Not true power-sharing.
- Power needs to be adjusted between professionals and users and carers. Professionals have a responsibility and accountability for decision-making in the co-productive relationship. BUT REMEMBER we have rights and choice and control are important concepts to us.
Equality – power sharing
Diversity
Access
Reciprocity: If you put something in you get something out
Areas of co-production

- Research
- Commissioning
- Front-line practice
- Development and design of things
Practice example: Research IMHA resources (PF)

- SCIE and the University of Central Lancashire (UClan) have developed 12 new resources to improve the access to, and the quality of, Independent Mental Health Advocacy (IMHA).

- People who use mental health services were involved in a number of roles, including as advisory group members, writers, media spokespeople, conference presenters, film-makers, editors and project leads.

- The resources were launched at a well-attended event at the House of Lords on 11th March 2015.
# HackOnWheels. co-producing an online library of open source designs for fully customizable wheelchairs.

We’re doing it with hackathons where people who use wheelchairs and people who don’t come together to design and make collaboratively.
Practice Example: Commissioning Kent Care Act Advocacy

- January 2015 – Kent County Council commissioners invited service users, carers, advocacy providers and commissioners to an event to co-produce Advocacy developments. One hundred people attended.
- Two independent consultants, one with a learning difficulty, coordinated and facilitated the event: aiming to enable equal contributions from participants.
OUTCOMES

• Steering group of service users and carers formed to work with the Commissioner to write the specification for Advocacy services and define the outcomes
• Commissioning continues to be guided by people who use the advocacy services.

LEARNING

• Coproduction is not easy!
• Enable people to reach you from wherever they are in the stage of their journey
• Trust the expertise of people
• Give time to talk, avoid jargon, keep language simple
Strength-based approaches

- Person
- Local authority social services
- GPs, health clinics, etc
- LA universal services
- Organisations and associations
- Family, friends, relatives

(scie) social care institute for excellence
Strength-based approaches continued

- Informal networks (associations, clubs, allotments, sports teams, pub quizzes, youth clubs, homework clubs)
- Formal networks: (organisations, voluntary sector, community centres, faith groups, parks)
- Physical features: of local area (green spaces, transport, unused land and buildings, traffic control and urban regeneration projects)
- Culture: music scene, drama, visual arts
- Economic activity: local business, strategies (incentives) for employing local people and to grow local business
More examples at:

30 blogs
http://coproductionweek.blogspot.co.uk/

16 practice examples including 7 short films
Your examples and discussion
National Co-production week
3rd – 7th July 2017

- Organise events during the week
- Blog and tweet about co-production #coproweek
- Send us examples of good practice
- Take the co-production pledge
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